

# **PRODUCT LOGO**



# **CASE STUDY: FACEBOOK PORTFOLIO**

#### SOCIAL MEDIA PORTFOLIO: MARCOOKIES

PRINCIPLES OF ENTREPRENEURSHIP (ENT530): CASE STUDY

FACULTY & PROGRAMME: FAKULTI FILEM, TEATER DAN ANIMASI

SEMESTER : 4

**PROJECT TITLE**: CASE STUDY FACEBOOK MARCOOKIES

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#### **ACKNOWLEDGEMENT**



This case study is a component of my Entrepreneurial Principles class (ENT530). This project has been really beneficial and has provided excellent training.

To begin, I need the assistance and thanks of a few well-respected individuals who deserve my heartfelt thanks in order to finish my case study. As a consequence, I'd want to express my gratitude to Madam Nurhuda Nizar, my professor, for her aid and suggestions in finishing my case study. Her patience and kindness in educating me, as well as her continuous support, were much appreciated.

This endeavour will need a significant amount of effort on my part. It would be impossible to do without the assistance of my parents and relatives. They help me in a variety of ways, and without their brilliant ideas and support, my project would not be able to move further. As a consequence, I am quite thankful for their assistance and participation, which has really aided me in finishing the case study.

I'd also want to express my heartfelt appreciation to everyone who helped with the case study's completion. As a consequence, a number of individuals, notably my friends, have offered helpful advice and pledges to my project, prompting me to improve my work. Simply said, I'm grateful for everyone's time and work.

#### **EXECUTIVE SUMMARY**

**/** 

Family Corner is a product on my Facebook page Mar Cookies for my business. The major goal of the business is to provide a range of cookies from Family Corner to my customers at an accessible price while maintaining the luxury flavour of Family Corner. My company began operations on April 17, 2021

My goods had a terrific flavour, according to the customer review, because the tanginess of the cookies made my client recall the taste. Many people prefer this product because of its low and economical pricing. As a result, this product gives me valuable information for continuing to sell to my consumers.

Since the beginning of its operation, Family Corner has sold over 80 packets of cookies in a variety of flavours. Increased demand for my goods leads to a solid profit margin for my company initiative. As a result, Family Corner's cookies are a solid marketable product of choice that may be expanded into many various sectors as the company grows.

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#### 1. GO-ECOMMERCE REGISTRATION



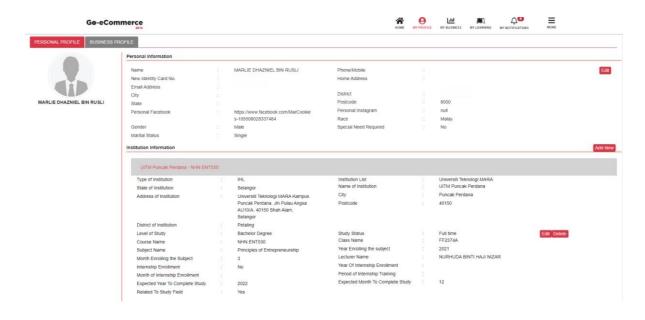


Figure 1.1 Go-Ecommerce

In July of 2021, I was registered Go –Ecommerce for my business. To begin, I must complete a form on this Go-Ecommerce Web that is divided into two sections: personal information and institution information. I need to enter in my name, address, Id number, phone number, and, most importantly, my sales platform, which is Facebook. For Institution Information I have provided specifics of information about my place of study and the subject studied which is ENT530.

It is critical for students to understand how to calculate revenue accurately in Go-Ecommerce. Entrepreneurs do this all the time to make their jobs easier. So, I've started a business and need to register with Go-Ecommerce to acquire all of the information I need regarding my sales volume.

# 2. INTRODUCTION

#### 2.1 Name and address of business

Mar Cookies is the name of my company, which I chose based on my main products. My first name is Marlie, and I sell cookies, thus the combination of these terms suggests that I sell cookies. My company motto is "Kalau tak merasa korang rugi", which means that my cookies are worth purchasing if you miss them. As for my target market, Mar Cookies caters to all teens and adults between the ages of 15 - 55, as my cookies are excellent for families who enjoy homemade cookies.



Figure 1.2 Mar Cookies Logo

Name Of Business	Mar Cookies
Business Address	
Email Address	
Mobile Number	
Form Of Business	Dropship
Main Activities	Sale of food product
<b>Date Of Commencement</b>	April 16, 2021
Date Of Registration	April 17, 2021
Link Facebook	https://www.facebook.com/MarCookies- 105508028337484
Name Of Bank	Bank Islam
Bank Account Number	

Table 1.1 Mar Cookies Information  $\checkmark$ 



#### 2.2 Organizational chart

Mar Cookies is a dropship company. This is due to the fact that my company is still new and only runs a tiny operation. As a result, my organizational chart solely includes Family Corner's Founder, Co founder, Stokis, Agents and Dropship Mar Cookies' owner.

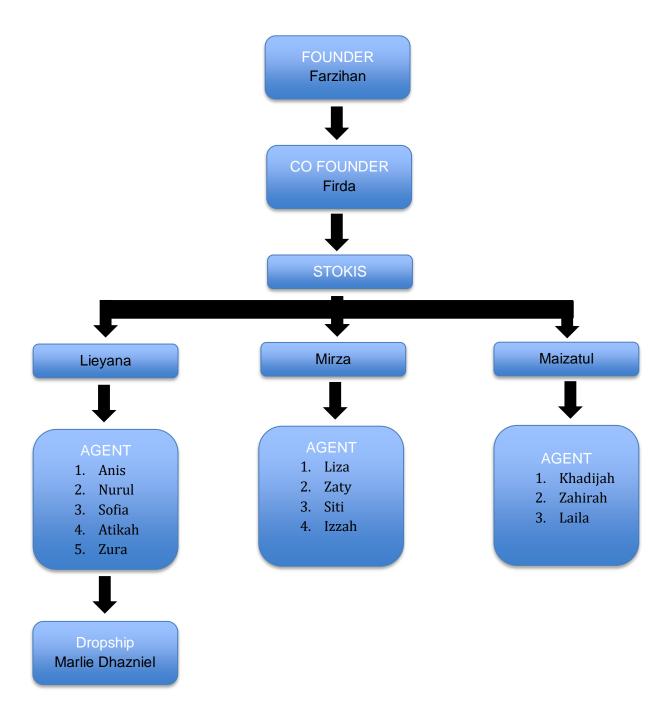


Figure 1.3 Mar Cookies Organizational chart

#### 2.3 Mission and Vision



Every firm, in my opinion, should have its own mission and vision statement in order to operate their operations in accordance with their objectives. As a result, I've created a purpose and vision for my company so that I know what I want to accomplish in the short and long term.

#### Mission

- To familiarise customers with the various cookie flavours.
- To provide receive good customer service.
- To become the good businessman in Kedah.
- To become the customer's first choice of Mar Cookies.

#### Vision

• To make Mar Cookies a new brand familiar as the top cookies seller in Malaysia.

#### 2.4 Decriptions Of Products And Services

Family Corner is a company that sells a range of cookies from Kedah to my customers at a reasonable price and with a luxurious taste. I'm marketing Family Corner products because I believe my product will appeal to families. Because I'm selling cookies or Family Corner stuff. I've enlarged my product range to include not only one style of packaging, but also a second form of packaging for customers to choose from. Customers can get these biscuits during Eid al-Fitr and Eid Al-Adha. In terms of services, Mar Cookies provides free delivery to customers in the Sungai Petani area. Not only that, but our customers can save money when they buy more than 5 packs of cookies of any sort. This is because I want customers to experience different types of cookies without having to buy them and without having to worry about their health, as my target demographic is teenagers and older.

# 2.5 Price List



# Product Name and Price Name: Nuttela Pot Nutella Pod Price: RM 32 Rm 32 (45-55 Pcs) Name : Crazynut Price: RM 28



Name : Vyrus

Price: RM 28



Name: Almond London



Name : Jagung Letup

Price: RM 18



Name : Serunding Ayam

Price: Rm 30



Name : Tortilla Balado

Price: RM 21



Name : Makmur Currypuff



Name : Tart Blueberry

Price: RM 32



Name : Jalina Keju



Name : Tart Nenas

Price: RM 21



Name: Corona Viral



Name: Brownies Melkish

Price: RM 29



Name: Stick 'O' Oreo



Name: Cranberries Croccante

Price: RM 28



Name : Panda Milk





Name : Kek Buah

Price: RM 30



Name : Buah Pinggang



Name : Mazola

Price: RM 28



Name : Peanut Butter





Name : Biskut Y

Price: RM 28



Name: Mini Somosa

Price: RM 29



Name : Jejari Seaweed



Name: Ubi Pedas

Price: RM 21



Name: Nestum Roche

Price: RM 32



Name: Mentera Semerah Padi

#### 3. FACEBOOK

I made a Facebook Page when I first started my business. This is to raise awareness of my homemade cookies business by promoting my products and services among Facebook users, particularly those who live near my business location. Not only that, but I'm aware that people nowadays are increasingly interested in the internet, where they can simply search for and find information. As a result, building a Facebook Page is one of the best ways for me to engage with my customers online. In Mar Cookies Facebook Page. With the connected business, I generated Facebook posts such as teaser, soft sale, and hard sell.

#### 3.1 Facebook Page

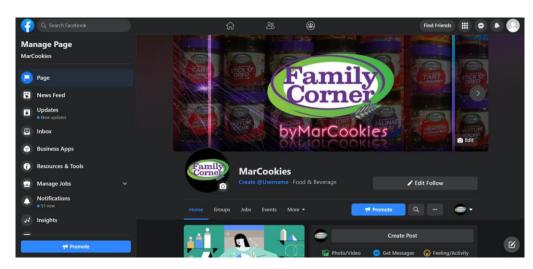


Figure 1.4 Mar Cookies Official Facebook Page

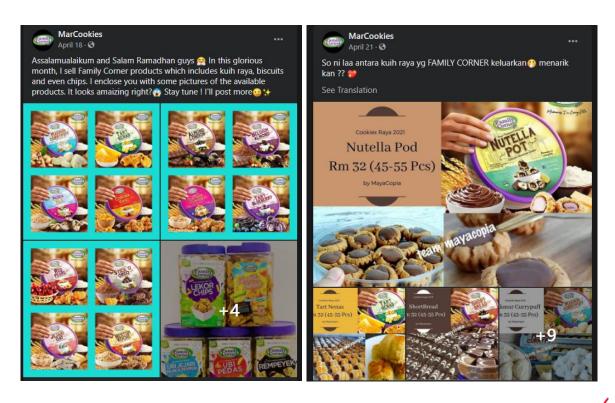
#### 3.2 Custom URL Facebook Page

Facebook Page URL: <a href="https://www.facebook.com/MarCookies-105508028337484">https://www.facebook.com/MarCookies-105508028337484</a>



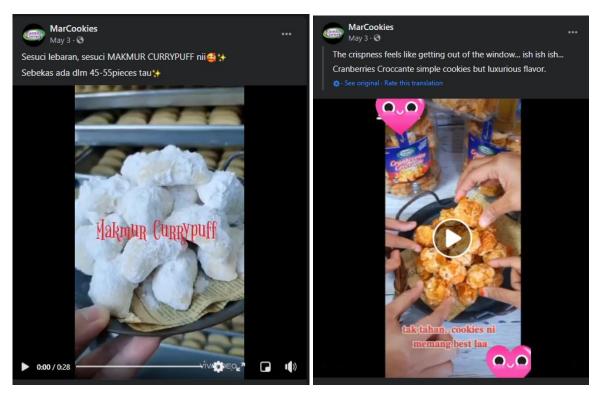
#### 3.3 Facebook Post Teaser

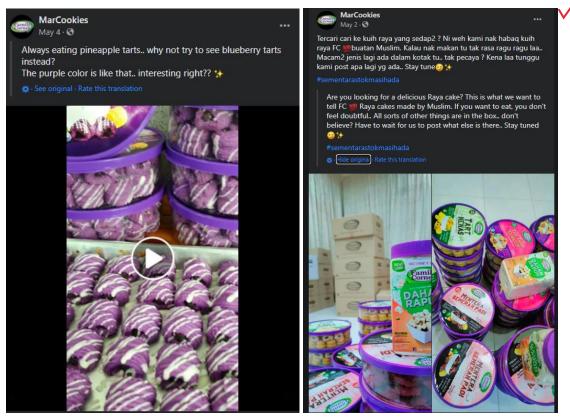
A teaser campaign is a marketing strategy in which cryptic ads are issued with the goal of generating interest in a new product, service, or bigger campaign. When done correctly, teaser marketing may build social interaction, interest, and excitement.



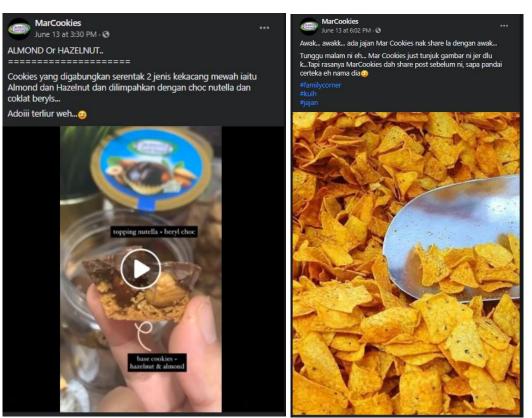












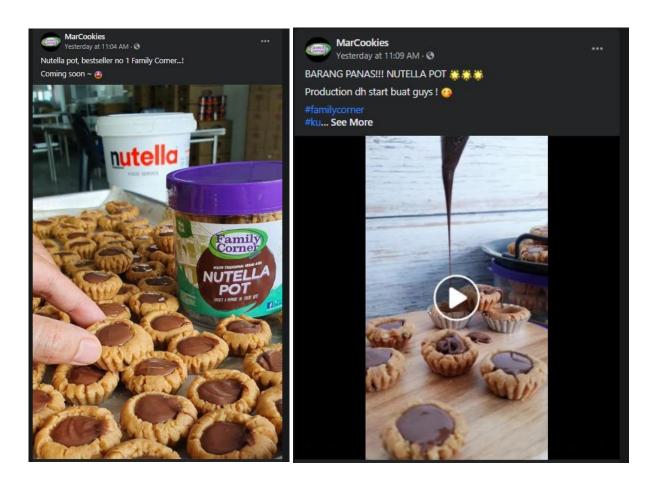
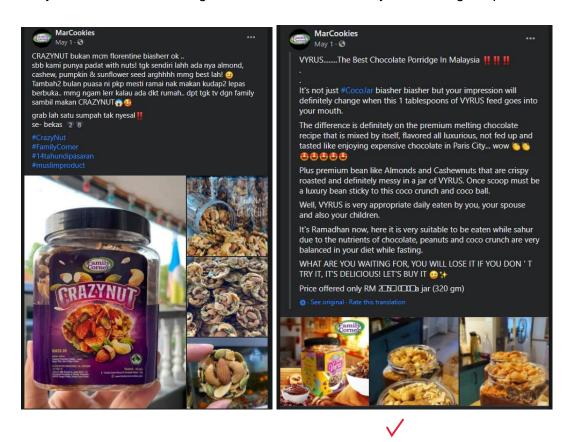


Figure 1.5 Teaser Post



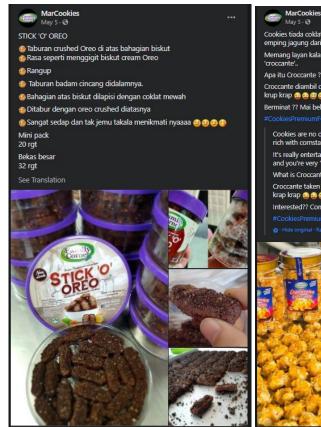
#### 3.4 Facebook Copywriting Hard Sell

A hard sell is a type of advertising or sales technique that uses language that is extremely direct and forceful. A hard sell is intended to persuade a customer to acquire a product or service immediately rather than considering his or her choices and maybe deferring the purchase.

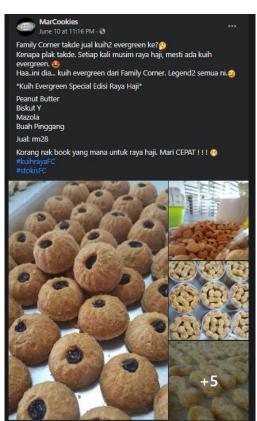














MarCookies













NUTELLA POT antara Best Cookies yang ada 🗱 🗱 🐉

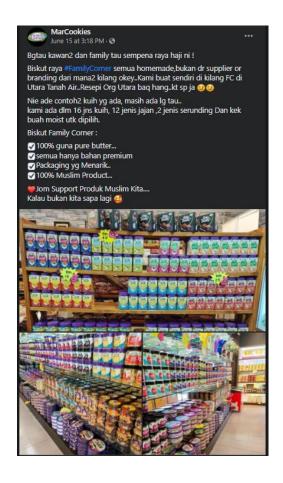
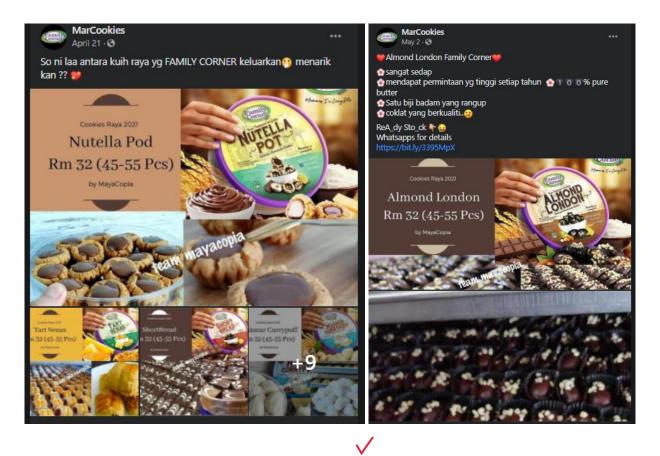


Figure 1.6 Hard Sell Post

### 3.5 Facebook Copywriting Soft Sell

The term "soft sell" refers to a marketing and sales strategy that uses delicate language and a non-aggressive attitude. A soft sale is intended to avoid enraging and repelling potential clients.















Hai semua, apa persediaan raya haji korang? mesti tiadakan, sebab

MarCookies

June 12 at 3:40 PM · 😚











Figure 1.7 Soft Sell Post

# 3.6 Graphics

#### 3.6.1 Frequency of Posting

Mar Cookies currently have 42 posts in total and still in ongoing for newer post. The total teaser, hard sell and soft sell posts in April is 2. While in May, there are 21 posts for teaser, hard sell and soft sell in total. Post in June have 16 post for teaser, hard sell, and soft sell. Figure 1.8 shows Mar Cookies page of reach followers in function to view latest and previous posts as well as calculating the frequency of reach followers with ease. Figure 1.9 is shows a current followers in facebook pages Mar Cookies.

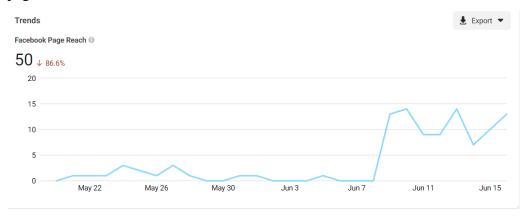


Figure 1.8 Facebook Page reach

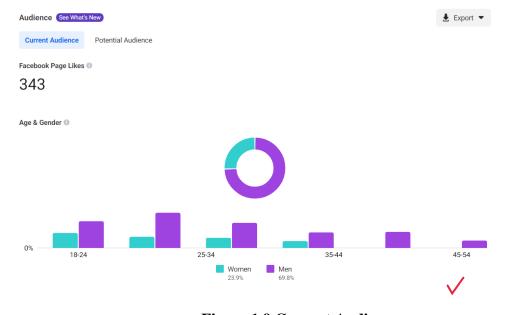


Figure 1.9 Current Audience

#### **4.0 SWOT**



#### **Strength:**

I'm using online business platform. This will makes it easier for me to contact customers just by using Whatsapps and they can see the products i sell through Facebook that I have provided. Through this online platform, I can attract more customers to buy the products I sell and increase my sell.

#### Weakness:

This product will only be on sale when approaching the days of Aidilfitri and Aidiladha celebrations.

#### **Opportunities:**

Every year our country celebrates Aidilfiltri and Aidiladha and enjoying cookies is a tradition that is no stranger. Since it is near to eid, it is oppurtunity for me to sell this product because this main products is cookies. Besides, this product also provides chips in which also suitable for Hari Raya Aidiladha. Moreover, this product is a Muslim product and all races should not hesitate to eat it.

#### Threat:

I and my sister usually send the products through cod in area Sungai Petani. During Covid-19, it is hard to face up with people and also having money problem. Secondly, some of the products sometimes already out of stock so I can't restock it in short time because I have to order it first. This thing will happens when it's near to Eid celebration. Next, there are many competitor who also sell this kind of product during Eid celebration.

**Table 2.2 SWOT Analysis** 



#### 5.0 CONCLUSION

In conclusion, Mar Cookies is a business that sells variety types of cookies not only through face to face method but also through online by creating Mar Cookies Facebook page. I can conclude that by conducting my business through Facebook page, I was able to promote and market my products and services as well as making consciousness of my existing business brand among Facebook users especially those who are nearby to my business area. Through this kind of platform, I was also able to post the latest updates of my business activity or event. In addition, it is not only given benefits to my business but also for ourselves as well, as I was able to follow and updated with the business trends nowadays by not only using Facebook, but also other available platform, where I can enhance my knowledge and skills in IT. Then, it will prevent me from being an outdated businessman, but develop me by keeping up with the current development in my country. Therefore, as a start-up business that using Facebook page, I were able to achieve some of my goals with success and will be ongoing to achieve all of Mar Cookies targets in the future by expanding and conducting my business through other available social media and as well improve my marketing strategy.

#### **6.0 REFERENCES**

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https://lms.goecommerce.my/login.php?target=&client\_id=eusahawanv1&auth\_stat

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Ayop, R. (2020, May 24). *Copywriting – Teaser, Hardsell, & Softsell*. Dr. Razman Ayop. https://people.utm.my/razman-ayop/copywriting-teaser-hardsell-softsell/

#### 7.0 APPENDICES

Here are a certificate for Go-Ecommerce.



This is a Facebook Page MarCookies

